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BLM Gets New Wheels

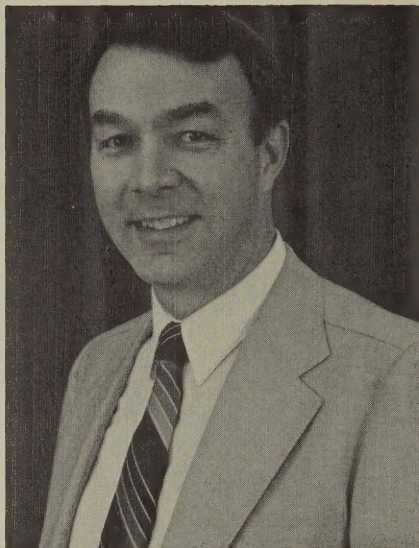
The Hanaayee Corner

"To improve our efficiency, we are asking for your input regarding the quantity and quality of service you receive from specific units in the Division."

In the sixteen months I have been with the Division of Support Services, I have found this organization to be both interesting and quite complex.

Support Services is a mixture of several diverse functions and program support staffs which total nearly 200 employees. Included are support functions for both administration and operations (such as Human Resource Management, Land Office Services, Field and Office Services, Fairbanks Support Center), and other program support functions comprised of realty appraisals, engineering, resource protection (rangers), aviation management, the Alaska Resources Library, and coordination of the RAPS program.

Working with the managers and professional staff of such diverse functions has proven to be very interesting and challenging to me personally. There are great opportunities to develop ways to provide necessary support and strive to streamline and save operating dollars in the process. It was an eye-opener to find that the lease of BLM space in the Anchorage Federal Office Building amounts to \$4,000,000 per year, approximately one-seventh of the Bureau's total budget for leased space. From this one can readily see why conservation and wise use



*Fran Etckbush
DSD for Support Services*

of leased space is so important.

Because the division is here to support other organizational components, it is necessary for us to be aware of what we are able to accomplish, and also to be sensitive to the needs that are not being met or can be improved upon. To improve our efficiency, we are asking for your input regarding the quantity and quality of service you receive from specific units in the division.

In order to improve service and products within the division, I like to think of the government office as another company with its reputation on the line. I have found BLM employees as a whole have a very strong work ethic and try to perform up to expectations.

At a time when many have forgotten ethical standards in search of personal gain, I am especially pleased to work with managers and staff who are striving to be honest in their dealings with others. BLM is a good employer not only because of its mission, but also because of the high-caliber people working to carry out that mission.

Pronounced ha nie' yee, hanaayee is Koyukon Athabaskan for "reporter" or "one who talks."

New Employees? Try the Transition Meeting

by Ron Smith

One of the many services the Organizational Effectiveness (OE) section can provide is the "transition meeting." The concept was introduced by IBM in the '70s and later adopted by the U.S. Army as a tool for introducing people (usually officers) to new groups and new environments with a minimum of undue anxiety or down time.

The concept is simple. It calls for new members of an organization, team, task group, section, etc., to meet formally with the people they work directly with or for.

A facilitator leads the event, which usually lasts from two hours to a full day. Each member of the group is asked to respond to four or five questions they have been given. The new person then has the opportunity to respond to the same questions, after which the facilitator opens the floor for general dialogue.

The advantages gained include reduction of down time as employees get to know each other. The typical flow is broken when an employee leaves or a new employee enters the group. Usually it is an ordeal to be introduced, meet everyone, learn the formal structure and pecking order, and become exposed to the values, norms and traditions of the group. The transition meeting provides an opportunity to share information in a safe, open forum.

We hope you'll consider using this service when you move to a new location or find yourself faced with a new boss or a new fellow employee. For further information, contact Ron Smith, Mel Williams or Patti Tengberg at 271-5043.

Russia: First and Lasting Impressions

Ella Wright, technical writer, and Carolyn Rinehart, Corps of Engineers writer/editor and wife of Bob Rinehart (BLM), recently returned from a two-week educational tour of Russia.

Wright and Rinehart visited the cities of Moscow, Vladimir, Suzdal, Tblisi, Sochi and Leningrad this fall with a tour sponsored by the National Federation of Press Women. The NFPW is an organization of 5,000 professional men and women communicators.

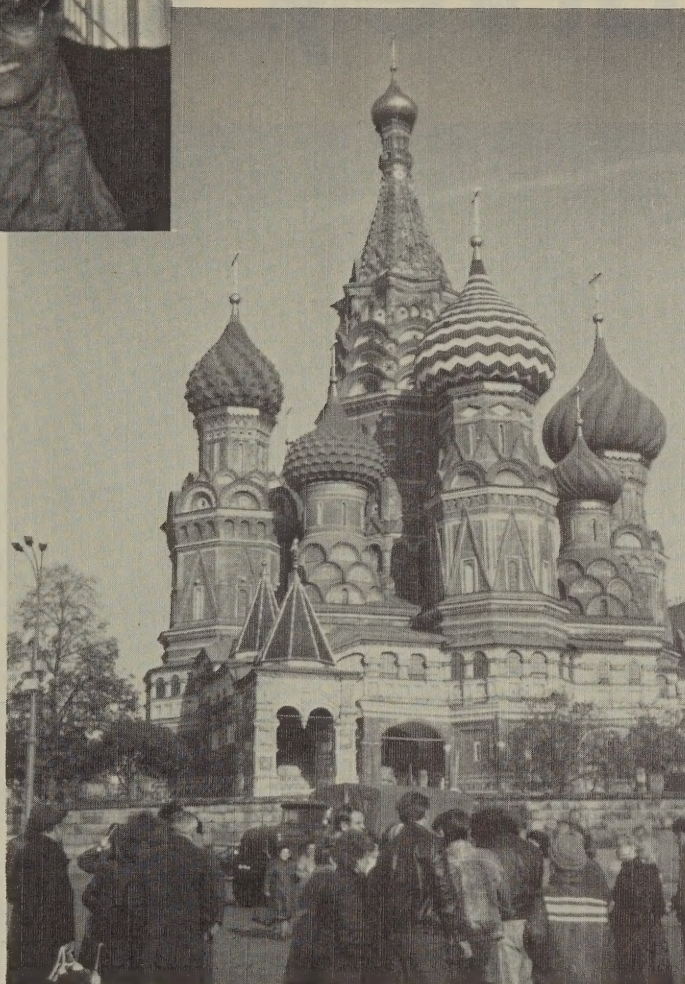
Wright found the poorly lit Moscow airport and city dark, stark, and rigid.

She says, "The vehicles at night without headlights on; stoic, young military airport and hotel guards; and enormous, twisted steel sculpture in the lobby of our 3,500-room hotel and other iron or steel sculptures seemed indicative of a metallic and rigid environment."

"Metallic" also describes the Muscovite guide and Beriozka (tourist shop) sales ladies who were at times quite indifferent to customers needs. The guide did nothing to help Wright and Rinehart retrieve their lost luggage in Moscow.

"However," Wright says, "chivalry is not dead in Moscow." A Muscovite gentleman working in the cloak room insisted on helping her on with her coat. She also traded an Alaskan pin with a young waiter who was thrilled to meet an Alaskan and told her of his dream to come to Alaska.

"The citizens of Tblisi were the most energetic and hospitable people we met," says Wright. For instance, "Two NFPWers asked a young lady for directions. She hailed a taxi, took them to her



photos by Carolyn Rinehart

Ella Wright (upper left) toured Moscow's St. Basil Cathedral, built in 1552.

apartment, insisted they eat, then paid a taxi driver to take them to our hotel. All the while she refused any payment.

"From the Kremlin to the 3,000-acre, state-owned Dagomys tea plantation to the Hermitage in Leningrad, we met people who wanted to talk, trade, or sell us trinkets and Russian watches. Scalpers peddled ballet or circus tickets. Adults and children tried to exchange rubles for American currency."

Being involved in the LIS project, Wright was interested in Russia's computer technology. TASS journalists do use computers. Reporters in Leningrad do not, and

Sochi's *Black Sea Spa* newspaper staff uses an offset press and manual typewriters.

Moscow boasts some colorful Italian architecture, but tourists cannot help notice the signs of inflation. In Moscow, people wait in long lines to buy food, clothes, shoes and stamps. In Sochi and Tblisi, they wait to buy gasoline.

According to Yuri Ustimenko, head of the American desk at Tass, the Soviets are trying to restructure the society. Perhaps with the proposed free enterprise system and less state-owned lands and industry, living standards and opportunities for Soviet citizens will improve.

Survey Camp 9: W



photo by Sue Mitchell

A.J. Monsees holds a prism that helps the theodolite get the range.

BLM cadastral survey snow and bog and ha 106 Native Allotment

by Sue Mitchell

The pounding helicopter lands in a tundra clearing, and three men in flight suits jump out. They grab a chain saw, backpacks, water canteens and survey tripod from the rear compartment. The helicopter's engine accelerates and lifts it from the soft tundra tussocks. The men are alone, miles from help. Another day has started for the cadastral survey crew.

The crew spends six days a week, ten hours a day, surveying public lands in remote parts of Alaska. Chris Wiita, A.J. Monsees and Mike Lockwood are a team, one of four based at this survey camp. Home for these men for the summer is a collection of quonset hut-shaped white tents huddled next to the runway at the village of White Mountain.

Two of the surveyors, Wiita and camp boss Paul Moss, are permanent BLM employees. Lockwood is a Rural Apprenticeship Program for Students participant from St. Michael. The rest are temporary employees and Co-op students.

White Mountain

veyors slog through
attle insects to survey
nts.

A helicopter is the only practical means of getting to the remote Native allotments that have to be surveyed. BLM deployed three camps of this size and seven smaller groups of surveyors across Alaska in the summer of 1989.

The crews surveyed 106 Native allotments and 32 Alaska Native Claims Settlement Act lots before closing down in early October.

"I'm real happy with the guys I've got out here," said Moss. "They're all hard workers with good attitudes, and the pilot and mechanic work real well with us."

Surveying has come a long way. In the office tent are four Compaq 386 computers. "We normally finish 90 percent of the final survey plat out here," said Moss. The computers run GEO, a geodetic coordinate geometry program, and Autocad, a sophisticated computer-aided drafting program.

"Small surveys are the most fun and rewarding to do," said Moss. "You can see it on the



photo by Sue Mitchell

Chris Wiita looks through the theodolite, or "gun," to get the distance to the next marker.

ground, see your name on the plat, see it completed from start to finish. You can say, 'Hey, I did that.'

That satisfaction has a price, however. The surveyors slog through tundra bogs in the rain and sometimes snow, carrying heavy gear. When it's sunny, the mosquitos, black flies and whitesox attack.

Sometimes communication with base camp is limited by

distance and hills, and they have a long wait for their helicopter pickup. If weather closes in, they might have to spend the night.

Despite the hardships, however, the surveyors enjoy the work. Wiita likes being outdoors and living in remote places. This dedication to the outdoors is part of what it takes to be a surveyor in Alaska.

ADO's Renee Fencel: A One- Woman Show

by Danielle Allen

Renee Fencel shares the largest office in the Anchorage District with computers, master title plats, microfiche, survey records, and brochures. Fencel, a miscellaneous documents examiner, offers public room services long expected by a loyal public.

Each week miners and an increasing number of recreationists find their way to her 1,000-square-foot "resource room" for information or assistance.

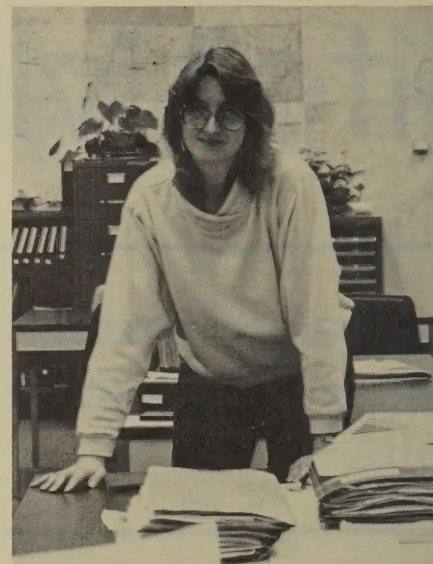
Fencel thinks of herself as the "district researcher." She'll find

land status for the public and BLM employees and practically any other lands information. And it doesn't have to be within ADO boundaries. She can access information through ALMARS from the Alaska State Office through a computer linkup. Much of what the larger ASO public room has can be found on a smaller scale at the Anchorage District.

Fencel, a tall, shy young woman, handles telephone calls and the public almost effortlessly. It's no wonder, since she started with BLM in 1979 as a teenager in the ASO's public room with a desire to serve the public.

She's finding that land status questions either by phone or mail are being replaced by inquiries about recreation on BLM lands. A recent request came from a man wanting to know what was necessary to float the Yukon River from beginning to end.

Serializing casefiles for rights-of-ways, trespasses, leases and



Renee Fencel

photo by Danielle Allen

memoranda of understanding are a mainstay of her job. But serving the public and fellow employees is what motivates her. Fencel says, "If I can't help someone, then I'll find someone who can."

President Bush approved a **3.6 percent pay raise** for federal employees effective January 14, 1990, for white collar (GS) employees and December 17, 1989, for blue collar employees (WG, WL, WS). This raise will show on your paycheck February 8 and January 11, respectively.

Employees will receive a Notice of Personnel Action (SF-50) documenting this change in late February. If you have any questions regarding the raise, please contact Personnel Staffing Specialists Sheila Brown or Sandy Larson at 271-5043 or Connie Monroe, Chief Personnel Unit, Fairbanks at 474-2211.

Workwise or Otherwise

Fairbanks BLM employees were especially generous this year. Donations for the **Combined Federal Campaign** totaled \$7,705, representing 172 percent of their goal.

Fairbanks BLMers also raised \$1,264 this year for Santa's Clearinghouse, to deliver food, clothing and gifts to needy families in Fairbanks.

The Public Lands Foundation (PLF) invites you to join them.

PLF is a non-profit organization incorporated as an educational and scientific private group dedicated to the proper use and protection of BLM administered public lands.

While BLM retirees may join as voting members, working BLMers may join as non-voting associate members. It costs \$7.00 for an associate membership and \$7.00 to subscribe to PLF's newsletter called *The Public Lands Monitor*.

For more information contact:
The Public Lands Foundation
P.O. Box 10403
McLean, VA 22102

Applause

On-the-Spot Award

Lisa Burgess, Land Law Examiner, ASO Division of Conveyance Management

Kathy Flippen, Land Law Examiner, ASO Division of Conveyance Management

Nancy Larson, Land Law Examiner, ASO Division of Conveyance Management

Rick Gregg, Accounting Technician, ASO Division of Support Services

Barbara Cox, Clerk Typist, ASO Division of Support Services

Shannon Royster, Secretary, ASO Division of Cadastral Survey

Sustained Superior Performance

Sherri Belenski, Land Law Examiner, ASO Division of Conveyance Management

Joan Biggs, Land Law Examiner, ASO Division of Conveyance Management

Marcia Walker, Land Law Examiner, ASO Division of Conveyance Management

Judy Demming, Cartographic Technician, ASO Division of Support Services

Joan Harbuck, Secretary, Office of State Director

Linda Frazer, Cartographic Technician, ASO Division of Cadastral Survey

Carol Heath, Contact Representative, ASO Division of Information Resources Management

Charlotte Pickering, Land Law Examiner, ASO Division of Conveyance Management

Robert Moore, Safety & OH Specialist, ASO Division of Support Services

Sylvia Ferrier, Employee Relations Specialist, ASO Division of Support Services

Don Pino, Position Classification Specialist, ASO Division of Support Services

Rose Feltz, Supervisory Personnel Staffing Specialist, ASO Division of Support Services

Melvin Williams, Supervisory Employee Development Specialist, ASO Division of Support Services

Mary Bone, Supervisory Land Law Examiner, ASO Division of Conveyance Management

Herbert Poole, Laborer, ASO Division of Support Services

Beth Penwell, Miscellaneous Documents Examiner, ASO Division of Support Services

Diana Songer, Miscellaneous Documents Examiner, ASO Division of Support Services

Heidi Schneider, Microfilm Operator, ASO Division of Support Services

Quality Step Increase

Lois Simenson, Supervisory Land Law Examiner, ASO Division of Support Services

Frances Reed, Land Law Examiner, ASO Division of Conveyance Management

Michael Kasterin, Supervisory Realty Specialist, Anchorage District Office

Rita Booth, Miscellaneous Documents Examiner, ASO Division of Information Resources Management

Donald Weber, Miscellaneous Documents Examiner, ASO Division of Cadastral Survey

Special Act Award

Michael Johnson, Land Law Examiner, ASO Division of Conveyance Management

Appreciation Award

Kamilah Rasheed, Management Analyst, ASO Office of Management, Planning and Budget

Length of Service Award

10 Year Award

Janice McDowell, Land Law Examiner, ASO Division of Conveyance Management

20 Year Award

Larry Field, Natural Resource Specialist, Kobuk District Office

Brian Fox, Supervisory Natural Resource Specialist, Alaska Fire Service

Retirement

Donald Emery, Natural Resource Specialist, Kobuk District Office

Carl M. Reed, Electronics Mechanic, ASO Division of Cadastral Survey

WELCOME ABOARD (December 1989)

Bobby Johnson, Civil Engineering Technician, ASO Division of Support Services

Timothy Grinnell, Information Receptionist, ASO Division of Support Services

Alexander Clarke, Computer Specialist, ASO Division of Information Resources Management

Susan Irwin, Secretary (Typing), ASO Division of Information Resources Management

Larry Judd, Land Surveyor, ASO Division of Cadastral Survey

Shirley Rackley, Office Services Assistant, ASO Division of Support Services

Joanie Naef, Legal Clerk, ASO Division of Support Services

MOVING ON (December 1989)

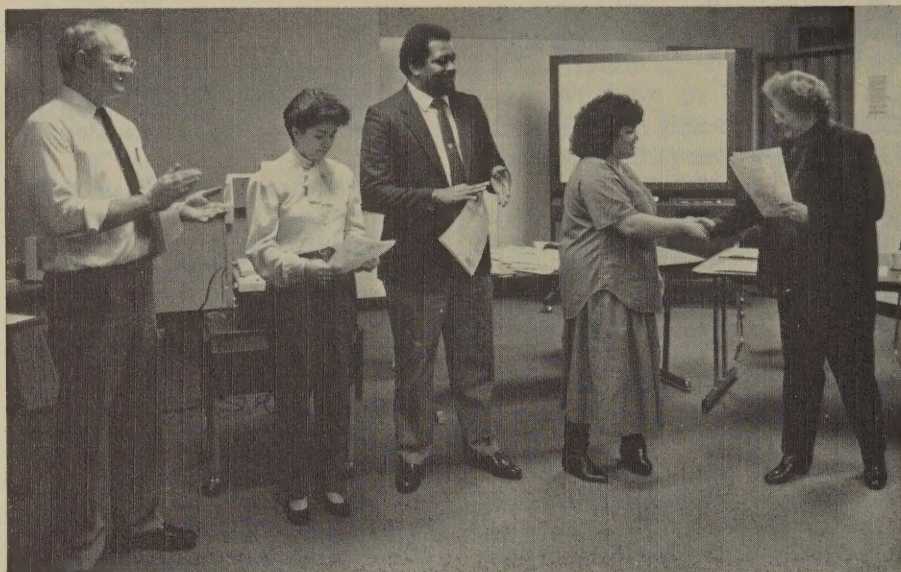
Raphael Mojica, Office Services Assistant, ASO Division of Support Services

Janice Crouch, Land Law Examiner, ASO Division of Conveyance Management

Sherry Moore, Contact Representative, ASO Division of Support Services

Lella Smith, Clerical Typist, ASO Division of Support Services

photo by Ed Bovy

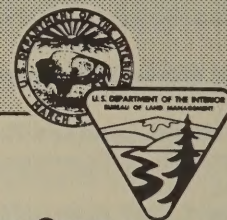


Left to right: Les Rosenkrance, Ann Richardson, John Montgomery, Sandy Larson and OPM's Francis Smith.

The **Alaska Governor's Committee on Employment of People with Disabilities**, represented by Office of Personnel Management's Francis Smith, recently presented BLM-Alaska with an award for hiring 25 people with disabilities in 1989, eight of whom had severe disabilities. "BLM has been one of the leaders in hiring the handicapped over the years in Alaska," said Smith. Three BLM employees also received awards in individual categories.

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On the Cover:

Don Runberg, former Steese/White Mountains district manager, and BLM ranger Randy Tracy, receive the keys for two new four-wheelers from Karen and Colby Hill of Northern Power Sports of Fairbanks. The machines were loaned to BLM for two years by the American Suzuki Motor Corporation.

(photo by Dan Gullickson)



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